

# P Pharmacy Quick-Reference

## Pharmacy Point-of-Sale (POS) Correspondents

**For questions regarding Medicaid and SeniorCare policies and billing, please call:**

(800) 947-9627 or (608) 221-9883; select "2" when prompted.

**Hours available:** 8:30 a.m. to 6:00 p.m. Monday, Wednesday, Thursday, and Friday.

9:30 a.m. to 6:00 p.m. Tuesday.

*Not available on weekends or holidays.*

## Clearinghouse, Switch, or Value-Added Network (VAN) Vendors

**For transmission problems, call your switch, VAN, or clearinghouse vendor:**

- WebMD switching services: (800) 433-4893.
- National Data Corporation switching services: (800) 388-2316.
- QS1 Data Systems switching services: (800) 845-7558, ext. 260.

## HIPAA transactions

**For questions regarding HIPAA transactions, please call or e-mail the Division of Health Care Financing Electronic Data Interchange (EDI) Department:**

- (608) 221-9036
- [wiedi@dhfs.state.wi.us](mailto:wiedi@dhfs.state.wi.us)

**Hours available:** 8:30 a.m. to 4:30 p.m. Monday - Friday.

## Wisconsin SeniorCare and Medicaid Web Sites

[www.dhfs.state.wi.us/seniorcare/](http://www.dhfs.state.wi.us/seniorcare/)

[www.dhfs.state.wi.us/medicaid/](http://www.dhfs.state.wi.us/medicaid/)

- Pharmacy handbook, data tables, and *Wisconsin Medicaid and BadgerCare Updates* online and available for viewing and downloading.
- Pharmacy POS information.
- SeniorCare Drug Inquiry Search Tool.

## Fax Number for Prior Authorization (PA)

Paper PA requests may be submitted by fax.

(608) 221-8616

## STAT-PA System Numbers

For touch-tone telephones:

(800) 947-1197

(608) 221-2096

Available from 8:00 a.m. to 11:45 p.m.,  
seven days a week.

For Help Desk:

(800) 947-1197

(608) 221-2096

Available from 8:00 a.m. to 6:00 p.m.,  
Monday through Friday, excluding  
holidays.